

# **Local Services Local People Local Organisation**

Annual report of the Trustees and  
Financial Statements year ending  
31 March 2015





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# Introduction

There is no doubt that this year has been a challenging and difficult one for us here at Age UK Shropshire Telford & Wrekin. Demand for our services has continued to increase, at a higher rate than we would have expected.

It would seem that, as access to statutory services is shrinking, more and more people are coming to us for help and advice. This is not only increasing the numbers seeking to access our services, but the level of need and frailty of the people accessing our services is also increasing. These pressures, along with the increasing need to support people with dementia, are putting considerable demands on our services and on the staff and volunteers who provide them. We now have long waiting lists for some of our services; clearly, this is something that we are not comfortable with, but we lack the resources fully to satisfy these demands.

As can be seen from our financial statements we have ended this financial year with a substantial budget deficit. This is as a result of a number of financial pressures which have affected us this year including increased staffing costs, pension costs, increased mileage costs and some one-off costs relating to office moves and redundancies.

Trustees therefore put into place a number of measures during the year to reduce costs and bring the budget back into balance. Sadly this has included a number of redundancies across the organisation and the closure of a number of services. These closures included our Intergenerational Project in Telford, our IT classes in Shrewsbury, our Dementia Befriending service in Telford and our Counselling service; some other services have had to reduce hours, such as our Whitchurch office.



However it is not all doom and gloom. We successfully tendered to continue our Information, Advice & Advocacy services in Shropshire as part of a new partnership, the Community Advice & Advocacy Network (CAAN): this is a long term contract until 2019 with Shropshire Council and will give stability to those services, allowing us time to develop and improve them with our CAAN partners.

We have continued to diversify our income to reduce our reliance on statutory funding. Our Gift of Friendship appeal is continuing to grow and we are now actively promoting it in Telford. Our supporters groups are doing a fantastic job raising funds to support our services, and we have continued to seek funding from grants and trusts. Some of that grant funding enabled us to achieve the fantastic figure of over £2m in additional benefits for older people in the county this year. We have secured core funding from Shropshire Council until March 2017 and from Telford & Wrekin Council until September 2016.

Going forward into next year Trustees have decided to increase our focus on income generation and we will be appointing a new Head of Income Generation to drive this forward. We are also planning to



open our own charity furniture shops to generate income and will be opening the first one in Shrewsbury in August 2015. We are part of an exciting retail partnership with a number of charities at the Telford Forge Retail Park and have relocated our own trading activities into the Riverside Centre in Shrewsbury to increase funds from trading. We will be tendering for Information Advice & Advocacy services in Telford as part of a local partnership.

As always huge thanks go to our volunteers, staff and Trustees who continue to deal with the demands and challenges that life throws at us with incredible passion, enthusiasm and unending care for the older people we are here to support.

Anne Wignall, Chair of Trustee Board  
&  
Heather Osborne, Chief Executive



# Our aims and objectives

Age UK Shropshire Telford & Wrekin has a vision of a county where older people flourish. Our mission is: **‘To work with and for older people to improve the quality of later life’.**

Our mission statement is underpinned by key principles which set out the sort of organisation that we want to be, and which guide our work.

We will aim to:

- Enable older people to maximise their independence; by working with them rather than for them
- Provide an educational role, raising awareness of issues affecting older people
- Campaign where we feel that older people are being treated unfairly
- Ensure our services are equitable and accessible to all older people
- Promote and encourage positive images of ageing

We have a set of objectives that we use to plan what we want to achieve every year:

## **Provide flexible, innovative, high quality services which enable and empower older people**

This year we have continued to develop our services to meet the needs of local older people. We were successful in our joint tender with partners to continue to provide an Information, Advice & Advocacy service in Shropshire. All partners are now working very closely together as part of the CAAN partnership (Community Advice & Advocacy Network). We have also achieved

the AQS Quality Mark for our information, advice and advocacy services.

In Shrewsbury we have been able to move our trading and volunteer recruitment services to the Riverside Shopping Centre at a very reasonable cost, which has increased footfall to both these services, and created a better customer experience at our Mardol Gardens office. We have also moved our offices in Meeting Point House in Telford to bring everyone together and make it easier for older people to access our services.

## **We will be a diverse organisation, meeting the needs of older people from a wide range of communities and backgrounds**

This year we have continued to provide support to the Shropshire Older Peoples Assembly (SOPA) and the Safe Ageing No Discrimination (SAND) group in Shropshire. Work on the day centre project has continued, with an action plan to ensure that older people will receive the services and support they need going forward.

## **We will continue to develop the skills and strengths of our volunteers and staff to enable us to support as many older people as possible**

All of our services rely on volunteer support and it is important that we

Age UK Shropshire Telford & Wrekin is a local charity, with **local services to benefit local older people.**

continue to attract volunteers, trustees and staff to work in our organisation from all ages and backgrounds. This year there has been a decrease in the numbers of new volunteers recruited. However we still recruited 111 new volunteers in Shropshire and 66 in Telford & Wrekin, in what is becoming an increasingly competitive environment for attracting volunteers. We have ensured that our volunteer policy and procedures are up to date and reflect best practice, and have developed our volunteer induction procedure with the 'Bigger Picture' induction, which is now being offered to all new volunteers, and our new Volunteer Handbook.

We carried out a skills audit of our Trustee board, and from that agreed to look for a new Trustee with financial and business management experience and skills. We have continued to develop the skills of our Trustees, through our Trustee Handbook and induction procedure.

**We will work with a range of partners and organisations to ensure that older people's issues are recognised and addressed**

This year we have taken part in a number of groups supporting key projects that affect older people, for example supporting the locality commissioning work being

undertaken by Shropshire Council, and the development of the Better Care Fund priorities in Shropshire. We are also key members of the Shropshire VCSA Forum of Interest for Health and Social Care, our I&A Manager is Chair of the Information and Advice Forum of Interest. In Telford & Wrekin we have been key members of the Voluntary Sector Chief Officers Group, and we have taken part in a number of consultations about priorities for the T&W Clinical Commissioning Group.

**We will be recognised as the lead organisation for older people in our communities**

We advocate for older people who cannot speak up for themselves, and campaign locally and join in national campaigns on behalf of older people in the county. We also proactively support other older people's organisations in the area. We have continued to support SOPA; in January 2015 a joint meeting was held with Healthwatch Shropshire which focussed on chronic pain and was well attended.

We invited the national Age UK Campaigns team to come to the June SOPA meeting to consult with the members on the Care Act, focusing on the eligibility section of the criteria. This was then fed back into the Age UK national consultation. We also submitted our



own response to the Care Act consultation by the government.

We campaign on local issues. Recent campaigns include social care budgets and the threat to cut voluntary sector grants that support older people, including our own.

**We will be an efficient organisation, seeking every opportunity to increase and diversify our income streams and ensuring our structures are robust**

This year we achieved accreditation to Age UK's Organisational Quality Standards. The aim of these Standards is to ensure that we are an effective charity that achieves a positive impact for older people, and that we can provide evidence of our quality to help us to achieve the funding we need for our activities. The independent audit of the charity focused on how we organise, manage and govern our services and activities: the focus was how the standards apply to everyone who is involved in delivering what we do.

One of our key objectives is to reduce our reliance on funding by statutory organisations, aiming to become more sustainable and self-sufficient in funding. This year we have again increased the percentage of our funding which comes from other non-statutory sources. This has been achieved through actions that are

part of our Income Generation Strategy. We have raised money and recruited new volunteers to support services that alleviate loneliness through our Gift of Friendship Appeal, and started work on developing our own charity shops to increase income. We have carried out a rigorous budget review process which has resulted in changes to service provision and management structures to save money.

Marketing the work done by the charity is a key objective for us. We have improved the profile of the charity with local press and radio, continued to improve the look and content of our website and increased our use of social media to promote the work of the charity.

As part of our new strategy our key objectives for 2015/16 are:

- To deliver successful bids for a number of our key services:
  - for Information & Advice services in Telford & Wrekin in partnership with other organisations,
  - to the Clinical Commissioning Group in Shropshire for developing our living well and dementia services and the work we do in the inter-disciplinary teams
  - to Telford & Wrekin Council for our core services
- We intend to continue to profile all our services and projects against

needs and develop a business case for new service delivery areas, responding to the needs of older people

- To mobilise local groups (e.g. Age Concerns, SOPA and other older people's organisations) to support our campaigning work on local and national issues that affect older people, in particular SOPA, in which we will take a leading role
- This year we intend to continue to be involved in key projects that are being developed by local councils and health services to ensure that we represent the needs of older people
- To develop income generation projects that will replace and enhance statutory funding and continue to diversify our income streams:
  - we want to open two charity shops in Shropshire and look at developing services that support the shops such as loft and house clearance
  - develop and support new supporters' groups in Shrewsbury and Telford
- We want to achieve and maintain relevant quality standards, in particular:
  - achieve the Advocacy Quality Performance Mark
  - consider whether to apply for the Befriending Quality Mark
- Develop a Dementia Policy and encourage staff and volunteers to

undertake dementia champion training

- Develop an action plan to look at how Shropshire could become an 'Age Friendly' county.

**But most of all we will strive to do the very best we can to improve the lives of older people in Shropshire and Telford & Wrekin.**

# Our offices

## **Shrewsbury Office**

3 Mardol Gardens  
Shrewsbury  
SY1 1PR  
t 01743 233 123

## **Telford & Wrekin Office**

Meeting Point House  
Southwater Square  
Telford  
TF3 4HS  
t 01952 201 803

## **North Shropshire Office**

Unit 2 Whitchurch Craft Centre  
12 St Mary's Street  
Whitchurch  
SY13 1QY  
t 01948 665 317

## **Home from Hospital, South Shropshire**

Room 50 Helena Lane House  
20 Hamlet Road  
Ludlow  
SY8 2NP  
t 01584 878 046

## **Trading & Volunteer Recruitment Office**

Unit 4-6 Riverside Mall  
Pride Hill Centre  
Shrewsbury  
SY1 1PJ  
t 01743 588 500

[www.ageukshropshireandtelford.org.uk](http://www.ageukshropshireandtelford.org.uk)





WE RAISED AN  
ADDITIONAL



**MILLION**  
IN BENEFITS FOR  
OLDER PEOPLE

**200 NEW**  
PLACEMENTS



AT OUR  
**40 OPEL**  
**DAY CENTRES**

OUR INFORMATION &  
ADVICE SERVICE  
REACHED



**7,500**  
OLDER PEOPLE

**1,100**  
OLDER PEOPLE



WERE SUPPORTED BY  
**HELP AT HOME**

**OVER 320**  
OLDER PEOPLE



RECEIVE A VISIT  
FROM A BEFRIENDER  
**EVERY WEEK**

WE SPENT  
**£22.53**



PER OLDER PERSON  
**IN SHROPSHIRE**

OUR TELEPHONE  
BUDDIES CALL



**SOCIALLY ISOLATED**  
OLDER PEOPLE  
EVERY WEEK

**1,800**  
ATTENDANCES



AT OUR  
**DIAMOND DROP**  
**IN CENTRES**

# Information and advice

**Age UK Shropshire Telford & Wrekin** believes that people in later life should have access to the information and advice they need to enable them to make choices about their lives, and should have enough income to enjoy their later years and participate fully in society.



## **Advocacy**

Our Advocacy service provides independent, trustworthy advice and support for older people facing a range of problems, such as difficulties with utility bills, faulty goods, scams, funding for care homes or help in a crisis. Our trained staff are supported by 15 volunteers who can offer support by telephone or in older people's own homes.

## **Benefits**

Our Benefits service offers advice, provides benefit checks and assists in the completion of benefit claim forms. We can also support people at appeals, and represent them at tribunals. As well as fully trained staff, 10 trained volunteers support the service, helping older people to fill in benefits application forms in their own homes.

## **Information and Advice**

This is our busiest service: we offer free information and advice to older people with all manner of queries and problems; many of these are related to money matters. Our offices in Shrewsbury and Telford are open every day and Whitchurch is open two mornings a week. The service is supported by trained staff



‘No praise is too high to describe the service I received from your staff.’

**7,500**  
information & advice  
enquiries handled

**14,600**  
telephone calls dealt  
with at our  
Shrewsbury office

**995**  
people supported by  
our Advocacy service

**5,800**  
visitors seen at our  
Shrewsbury office

and 13 volunteers who support reception in our Shrewsbury and Telford offices.

### **Contact Scheme in Telford & Wrekin**

The aim of the Contact Scheme is to reach older people who may feel isolated, lonely or out of touch with their communities, and to ensure that they are given the advice, help and support they need. Our focus is on people with dementia and their carers, and older people from black and minority ethnic communities.

### **Parish Links**

45 volunteer Parish Links, largely in the more rural areas of Shropshire, act as links between Age UK Shropshire Telford & Wrekin and their community, offering signposting to our advice and services, and to other services that support older people.



WE HELPED  
OVER 730 OLDER  
PEOPLE CLAIM



**£2.1 MILLION**  
IN EXTRA BENEFITS

‘Thank you for all the invaluable help given to us. The outcome was very positive.’

### **Case study: Benefits**

Doreen lives with her daughter and an older male cousin. She suffers badly from breathlessness and heart disease and the house reflected her poor physical and mental state. Doreen had twice tried to have her Disability Living Allowance increased without success.

Doreen came to us for help and, although the initial claim failed, after a reconsideration we were successful in getting Doreen’s allowance raised and getting Pension Credit awarded to her cousin. Her daughter was then able to claim Carer’s Allowance.

Overall the household was now £165 a week better off and Doreen’s daughter was able to spend more time caring for her and helping around the house.

### **Case study: Advocacy**

Sheila first approached our Advocacy team in July 2012 after she had had her drive repaired and cleaned. She had paid over £1000, but was less than pleased with the end result.

Sheila had written to the company to complain but refused their offer of a £200 refund. She decided she wanted to take the company to the Small Claims Court, under the Goods and Services Act 1982 as the service had not been carried out with reasonable care and skill.

Sheila needed some support to do this, so we allocated a volunteer advocate to see her through the process. Together, they completed the forms and supplied the necessary evidence to the court.

After three years of court hearings, during which time the company changed its name and appealed against the judge’s decision, Sheila was finally awarded her original claim plus all court costs in March 2015.

Sheila was very grateful for the constant support she received from her advocate, support that gave her the strength to keep going through such a long and difficult process.



# Promoting independence

**Age UK Shropshire Telford & Wrekin's** vision is for all older people to be able to access the help they need to stay well and independent and to live in suitable housing, in age-friendly neighbourhoods, for as long as they want.



## **Help at Home**

This service offers older people practical support in their home on a weekly or fortnightly basis. This could be cleaning, gardening, shopping, laundry, ironing, collecting prescriptions, dog-walking, or support with hobbies. There is a charge for this service.

## **Blue Badge Scheme**

We help older people to apply for a Blue Badge to enable them to have access to the services and amenities that they require. Two Advocacy volunteers support older people to fill in Blue Badge application forms, often in their own homes. Between them they have helped make over 200 applications in Shropshire this year.

## **OPEL Day Centres**

Our OPEL (Older People Enjoying Life) day centres support older people who are isolated in their communities. They are open weekly and provide transport, a hot meal, social contact, activities, support and companionship, all at a low cost. There are 40 centres around Shropshire and Telford & Wrekin.

**80,000**

hours of service  
supplied by our Help  
at Home workers

**680**

OPEL day centre  
members across the  
county

**330**

referrals for an OPEL  
day centre place

**200**

new OPEL day centre  
members



‘Thank you very much. I have been reluctant to ask for help, but what you have done for me is superb.’

### **Diamond Drop In Centres**

Our centres provide a fortnightly get-together for people with dementia and memory difficulties, their families, carers and friends. They provide emotional support, social contact and information in a safe and welcoming environment. They are based in Telford, Shrewsbury and Oswestry.

### **North and South Shropshire inter-disciplinary teams**

Age UK Shropshire Telford & Wrekin staff are valued members of the inter-disciplinary teams in north-east, north-west and south Shropshire. Supported by volunteers, they provide short term assistance to prevent hospital admission, and support older people to be independent when they come out of hospital, or following an illness.

### **Care Navigators / Community & Care Co-ordinators**

Age UK Shropshire Telford & Wrekin staff work in GP surgeries across the county. They support people to remain independent in their communities and prevent avoidable hospital admissions.

### **Products and services**

We offer travel, home and car insurance which are specially developed for older people, as well as tailor-made gas and electricity packages and funeral plans. We also sell aids and products that help people to live independently. The commission from our sales goes to support our charitable work with older people, particularly our Information and Advice service.

Home, Car and Travel Insurance are provided by Ageas Insurance Limited. Motor Breakdown is provided by Aria Insurance Services Limited. Gas & Electricity is provided by E.ON Energy Solutions Limited.

OUR CARE  
NAVIGATORS  
ASSISTED **414**  
**OLDER PEOPLE**



IN GP SURGERIES

‘Could not improve such a wonderful service with helpful staff who put you at ease and point you in the right direction.’

### **Case study: OPEL Day Centre**

Elizabeth was very low in mood having recently lost her close friend and neighbour. She used to spend a couple of afternoons a week with her friend, playing scrabble and chatting.

Not only was Elizabeth grieving over the loss of her close friend, she was still adjusting to life without her husband who died a couple of years ago. Because they had relocated to this area for her husband’s job, Elizabeth now had no close friends or family nearby.

Living on a small housing estate with much younger neighbours left Elizabeth feeling very socially isolated.

Elizabeth got in touch with us and now she attends one of our OPEL day centres. She has made a couple of good friends there and keeps in touch with them during the week by telephone. She also plays scrabble in the morning with a group of ladies.

Elizabeth really enjoys her time at the day centre, especially how all the members and volunteers have made her feel so welcome. She thoroughly looks forward to her day out with Age UK Shropshire Telford & Wrekin.

### **Case study: Help at Home**

Dorothy is a 99 year old lady living alone, and despite her failing health she still enjoys a visit to the shops with her Home Support Worker.

That way Dorothy gets to choose her own shopping items and the Home Support Worker helps with the carrying. With no family living nearby, the visit of a support worker is crucial in maintaining her independence and is much appreciated by Dorothy and her family.

### **Case study: Help at Home**

Anne is carer to her beloved husband David, who has suffered a severe stroke, leaving him with poor mobility and speech problems.

Anne and David really look forward to the visit of their Home Support Worker not just because of the domestic support she provides, but also because it stimulates David into conversation, usually about plants, which then leads on to all sorts of other topics. This social contact cheers him up no end and is invaluable to the couple.



# Promoting active ageing

**Age UK Shropshire Telford & Wrekin's** vision is for all older people to have the opportunity and support to live healthy and happy lives through equal access to appropriate prevention services.



## **Befriending and Telephone Buddies**

We recruit and support volunteers to visit socially isolated older people in their homes on a regular basis. Volunteers can offer a listening ear, share in activities and hobbies, and give information about other services that are available. Telephone Buddies offer support and social interaction by providing a regular, friendly telephone call to an older person who appreciates a friendly chat.

## **Counselling**

We offer free sessions with a number of trained volunteers for older people seeking help with depression, bereavement and major life changes.

## **Dementia Befriending Scheme**

In the Telford & Wrekin area we recruit and support volunteers to provide support and contact for older people who have a diagnosis of dementia or for their carer, through a volunteer visitor.

## **Intergenerational Project**

This project operates in Telford & Wrekin and supports links between the older and younger generations, breaking down stereotypes. The service works with older people in

**321**

socially isolated  
people visited by our  
befrienders

**370**

attendances at our  
new men's fitness  
session

**400**

older people  
attended our  
Afternoon of  
Entertainment show



‘Everything was first class, but top of the list was the friendship and companionship I gained from the holiday.’

the local communities and school children and young people. Volunteer School Mentors support children who may be experiencing difficulties at school; this could be emotional difficulties with low self-esteem, or underachievement academically.

### **Living Well**

Our Living Well services aim to improve both the physical and mental well-being of older people by providing a range of activities and projects to help them to stay fit and maintain good health, stay mentally stimulated, have fun and make friends. Activities include walking football, dance and exercise classes, computer classes, guided walks and reading, writing and craft groups. We also organise one-off events, like our Afternoon of Entertainment, every year.

### **Llandudno Holiday**

The holiday is for older people who are unable to go away independently. Around 100 older people are supported by a team of volunteers for one week every July in Llandudno. Transport is provided and there are trips out every day.

### **Pub Lunch Clubs**

Pub Lunch Clubs meet monthly and provide a social occasion and a meal in a local pub. There are around 50 clubs and they are especially valued in rural areas, giving older people the opportunity to get out and socialise in areas where there are often few services for them.

**OVER 1,000**  
ATTENDANCES



AT OUR **WALKING**  
**FOOTBALL CLUBS**

‘I love talking to your telephone buddy volunteers, especially if I have spent the weekend alone. I know on Monday morning I have a friendly voice to talk to.’

### **Case study: Living Well**

Brian joined our Shrewsbury Walking Football group at the beginning of 2014.

‘The Walking Football has proved very helpful in terms of exercise, fitness and social interaction. I started in January 2014, but was diagnosed with bowel cancer in September the same year. I had surgery in October followed by six chemo sessions. The football has helped my recovery from surgery and chemo and I have had good support from the other players during a difficult time.

‘I am now recovering from further surgery at the moment and making steady progress. I am going along to the Walking Football sessions to help out with refereeing and have some banter into the bargain; I find all this helps at times like this. I hope to be up and running, or should I say walking, in the not too distant future, when I can join in properly.’

### **Case study: Befriending**

Muriel moved to Shropshire after the death of her husband. She lives alone and her family live a long way away, leaving her feeling isolated.

Muriel got in touch with us and now has a befriending visitor, who sees her for a couple of hours each week and a telephone buddy who calls her every Monday. She enjoys these conversations and has developed a great fondness for her volunteers.

‘It’s lovely perhaps after a lonely weekend to have a chat. They tell me about their lives and I tell them about mine. Living alone and being old, molehills become mountains and it’s lovely to be able to go to someone and talk out your problems, and Age UK is there. If it wasn’t for their help I’d be in a home.’



# Volunteering

**Volunteers are the lifeblood** of Age UK Shropshire Telford & Wrekin and without them we would not be able to deliver the support and services we offer to local older people. We have over 800 volunteers who give their time to support older people around the county in a variety of roles.



## **Volunteering and Volunteer Recruitment**

We have around 800 volunteers who carry out a wide variety of roles for Age UK Shropshire Telford & Wrekin . For example we have around 300 volunteers in our day centres and Diamond Drop In centres, organising activities and supporting the members every week, as well as the Treasurers and Trustees who are responsible for the individual day centres.

We have 257 befriending volunteers who visit 320 older people every week in their own homes. We also have over 80 Living Well volunteers, 70 who lead our walks and 10 volunteer IT tutors. There are also around 50 volunteer organisers of our pub clubs across the county.

In our offices in Shrewsbury and Telford we have around 16 volunteers who support the reception and administration functions, and 40 volunteers who support our Benefits and Advocacy staff, by visiting clients in their homes and offering them the support they need to fill in application forms and sort out problems they may be experiencing.

‘I want to make other people happy and that makes me happy.’

**177**  
new volunteers  
recruited

**4,857**  
woolly hats knitted  
for the Big Knit 2014

**257**  
befriending  
volunteers  
supporting socially  
isolated older people



We also have 45 Parish Links in the more rural areas of the county signposting local older people to the services they need, and 10 volunteers who organise the holiday and support around 100 older people at our Llandudno holiday every year. Our team of Trustees, who are responsible for the overall direction of the organisation, are also volunteers, and we also have a number of volunteers in our North Shropshire Supporters Group who help us to raise money to support our services in the north of the county.

To keep up with increasing demand for our services and to replace volunteers who leave, we need to keep on recruiting new volunteers all the time. This year we have recruited 177 new volunteers. 43% of people who express an interest in volunteering with Age UK Shropshire Telford & Wrekin go on and become volunteers (this has fallen from last year).

In January we moved our volunteer recruitment service to our new office in the Riverside Shopping Centre and the improved footfall past the office has resulted in increased interest in volunteering.

In June we attended events held in Oswestry and Shrewsbury and celebrated the work of all 800 of our volunteers as part of Volunteers' Week, an annual celebration run by the National Council for Voluntary Organisations. These events help to raise the profile of the huge numbers of volunteers who regularly contribute to society, while inspiring others to get involved too.

9,000

VOLUNTEER HOURS SPENT



BEFRIENDING  
**OLDER PEOPLE**

'I can be the only voice that people hear that day. I feel good that I've done something worthwhile with my morning.'

### **Case study: Volunteering**

Carol has been a volunteer for Age UK Shropshire Telford & Wrekin since 2010. She has three roles: Telephone Buddy, Walk Leader for the Walking for Health Project and Befriender to three socially isolated older people.

When Carol retired from a busy career as a secondary school teacher she missed having a structure to her week and also wanted meaningful activity; volunteering for us meets both these needs for her.

Carol kick-starts her week on a Monday morning with the Telephone Buddy role. 'I can be the only voice that people hear that day,' she explains. 'Sometimes they've talked to no one all weekend. I feel good that I've done something worthwhile with my morning.'

'Volunteering makes me feel good about myself; it gives me the satisfaction of doing something for someone else,' says Carol, who finds the three people that she visits as a Befriender fascinating. As Carol was brought up in Liverpool, she finds tales of growing up in the country and of being a farmer amazing. All the people she visits are in their nineties and have very interesting life histories and have done things it would be hard to imagine, something Carol finds very humbling.

Carol has also been trained as a Walk Leader and four or five times a year she leads the Walking for Health Group. 'It keeps people fit and is a very sociable activity; I really look forward to it.'

Carol says, 'Being a volunteer for Age UK is highly enjoyable and I have a great laugh. If you like people it's a brilliant thing to do.'

### **Case study: Volunteering**

Pam has worked for Age UK Shropshire Telford & Wrekin in our offices for five years. She'd seen the posters advertising for Befrienders but had been too shy and lacking in confidence to think she could carry out the role.

However, after some encouragement from friends and family, Pam plucked up her courage and applied.

Once she was recruited Pam met her manager who introduced her to the role, told her the do's and don'ts and gave her a volunteer handbook and an ID badge.

A meeting was arranged to introduce Pam to her first client and they agreed to meet every two weeks, while they got to know each other. They now meet regularly and Pam says her client is very nice and they get on really well together.



# Corporate governance

## How we are run

Age UK Shropshire Telford & Wrekin is a charity constituted as a company limited by guarantee (registered charity number is 1090445, registered company number is 4292896).

Age UK Shropshire Telford & Wrekin is a brand partner of Age UK, which was formed by the merger of Age Concern England and Help the Aged in 2009. The national charity supports Age UK Shropshire Telford & Wrekin through its marketing and campaigning activities, and offers advice and support, including information and advice resources that we are able to use.

Age UK Shropshire Telford & Wrekin is run by a Board which consists of twelve elected Trustees. Trustees are elected by the members at the Annual General Meeting for a period of four years and retire in rotation as specified by the Memorandum & Articles of Association.

This year Trustees have reviewed and renewed the Memorandum & Articles of Association and changed the legal name of the charity to Age UK Shropshire Telford & Wrekin. Officers of the Board consist of a President, Chair, Deputy Chair and Treasurer. Co-optees are voted on by the Trustees' Board throughout the year. In addition to the above we

have the honorary position of Life Vice President awarded in a non-voting capacity to past Trustees.

The Board meets four times each year. There are three formal committees: Finance & Audit, Services and Income & Communications. Each committee is chaired by a Trustee who reports directly to the full Board of Trustees at quarterly meetings.

Members consist of 78 individuals or organisations all with a special interest in the quality of life of older people. There is no membership fee. Members guarantee to contribute an amount not exceeding £1 to the assets of the Company in the event of winding up.

Trustees serve Age UK Shropshire Telford & Wrekin as volunteers and receive no payment for their work. They come from a variety of backgrounds and bring varied skills and experience to the Board. This includes understanding the needs of older people, plus essential business and management expertise. The Trustees have ultimate responsibility for directing the affairs of the Charity and ensuring that it is solvent, well run, delivering public benefit and meeting the charitable outcomes for which it has been established. Day to day operational decisions are taken by the Chief Executive and the

staff of the organisation, within the delegated authority conferred by the Board.

In setting plans and priorities for areas of work, the Trustees of Age UK Shropshire Telford & Wrekin have had due regard to the guidance from the Charity Commission on the provision of public benefit. Charities are required to examine their objects and activities to ensure that they meet the Public Benefit requirement and that their activities demonstrate and can measure how they have done this. The Trustees are satisfied that within the constraints of our Memorandum and Articles of Association and limits of our finances we have fulfilled this obligation.

Our objects are set out in our Articles of Association. Essentially, they are to assist older people who live in Shropshire and Telford & Wrekin who are in need by reason of ill health, disability, financial hardship, social exclusion or other disadvantage.

Our key activities are also set out in the Articles. They are:

a) to encourage, promote and organise direct services appropriate to the needs of individual older people or groups of older people and if thought fit to make reasonable charges for any services provided hereunder.



b) to promote and organise co-operation in the achievement of the objects and to that end to support, join in with and co-operate with other charities, voluntary bodies, statutory authorities and other organisations operating in furtherance of the objects or of similar charitable purposes and to exchange information and advice with them.

c) to establish, support, undertake or execute any charitable trusts, organisations or institutions formed for all or any of the objects.

d) to establish or acquire subsidiary companies to assist or act as agents for the charity.

e) to promote and carry out, or assist in promoting and carrying out, surveys, investigations and research.

f) to arrange and provide for, or join in arranging and providing for, the holding of exhibitions, meetings, lectures, classes and training courses.

Trustees are recruited and appointed to the Board by the members for their background, expertise and commitment. An induction process is in place for all new Trustees and further induction and training on the wider aspects of the organisation is offered on a regular basis to staff and Trustees. In addition, Trustees are invited to become members of the Community Council of Shropshire Charity Trustee Network which offers

regular training on new legislation and its possible impact.

### **Risk assessment**

It is the policy of Age UK Shropshire Telford & Wrekin that Trustees regularly review all risks faced by the Charity. This is an on-going process which commences with the Finance & Audit Committee. The risks are graded by impact and likelihood; policies and systems have been established to mitigate or lessen any identified major risk. These are reviewed by the Trustee Board on a regular basis.





# Trustees & principal officers

**President** David Clegg  
**Chair** Anne Wignall  
**Deputy Chairs** Sue Robson  
David Bell  
**Treasurer** Mike Magill  
**Committee** Margaret Beckett  
Richard Chanter  
Mike Davis  
Sal Hampson  
Margaret Lewis  
Peter Cates

**Vice Presidents** Christine Greenhalgh  
John Greenhalgh

This year Pat McLaughlin and Geeta Patel left the organisation.

## Principal Officers

**Chief Executive** Heather Osborne  
**Deputy Chief Executive** Hilary Knight  
**Director of Finance** Gina Spencer  
**Director of Operations** Kevin Moore

## Patron

Sir Algernon Heber-Percy KCVO,  
H.M. Lord-Lieutenant of Shropshire

## Professional Advisors

### Bankers

Barclays Bank plc, Shrewsbury

### Auditors

Dyke Yaxley Limited, Shrewsbury

### Solicitors

Wace Morgan, Shrewsbury



# Financial summary

Total Incoming Resources £2,087,327 including Gain on Investments

- Voluntary Income £325,228 (16%)
- Activities for Generating Funds £175,793 (8%)
- Income from Charitable Activities £1,551,951 (75%)
- Unrealised Gain on Investments £25,355 (1%)



As expected, 2014/15 proved challenging and produced many hurdles, many of which we were able to overcome.

However, despite many positive achievements during the course of the year (that can be seen in this Trustees Annual Report) and very many appreciative beneficiaries, we were unable to reduce the forecasted deficit below £141,166.

With regard to our reserves, the impact of this deficit has reduced these to £684,479; of which £249,021 are restricted funds for specific services, and the remainder designated as informed in Note 8. It is with relief therefore that Age UK Shropshire Telford & Wrekin as an organisation has been able to plan ahead and build up its reserves for such an eventuality, and underpins the importance of having healthy reserves for that rainy day.

## Investments

Our investments achieved an unrealised gain of £25,355 (£2,966

13/14), very timely to say the least.

## The Numbers

For the second year, our income and expenditure exceeded the £2 million mark.

Income decreased by 1.5% to £2,052,972 whilst expenditure increased by 10% to £2,219,493 mainly due to the growth in our very successful Help at Home service, and the implementation of Auto Enrolment into our Age UK Pension Scheme.

Of this expenditure, 96% was spent directly on charitable activities, against 75% income achieved via charitable activities.

## LGPS Pension Liability

Every 3 years, an actuarial valuation is carried out to provide a valuation on LGPS pension funds; to date we have a liability which we pay towards; we are currently planning to address a longer term expected deficit of £258,000. We are aware this is a national issue affecting the

## Total Expenditure £2,219,493

- Costs of Generating Funds / Trading £95,348 (4%)
- Charitable Activities £2,116,120 (96%)
- Governance Costs £8,025 (0%)



Voluntary Community Sector that the Government is looking at.

### Looking ahead to 2015/16

The recent restructure will enable us to make savings in 15/16, however further reductions in local authority funding, and the increasing trend of having to tender for contracts (a shifting culture change for the voluntary and charitable sector) mean that the ability to forecast and achieve our income targets is precarious and not as reliable as it once was. To that end, we are forecasting a deficit for 15/16, albeit a much smaller one than 14/15.

Our priority financially will be to continue to address our sustainability and long term future, which may impact on our ability to deliver some of our services.

We also aim to increase our reserves and continue to implement our diverse Income Generation Strategy with the opening of two furniture shops this year.

Our cost of generating funds (4% in 14/15) will increase in line with our Income Generation Strategy to reflect the appointment of an Income Generation Officer, and the opening of two charity shops with the long term aim to diversify our income and ensure we are able to maintain our excellent reputation across the county for being the number one charity to call on for older people.

### Auditors

A resolution will be proposed at the Annual General Meeting that Dyke Yaxley Limited be re-appointed as auditors for the ensuing year.

### Trustees' Responsibilities

Company law requires the Trustees to prepare Financial Statements for each financial year, which give a true and fair view of the state of affairs of the Charitable Company as at the Balance Sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing these Financial

Statements, the Trustees should follow best practice and:

- Select suitable accounting policies and then apply them consistently;
- Make judgments and estimates that are reasonable and prudent;
- State whether applicable accounting standards and statements of recommended practice have been followed subject to any departures disclosed and explained in the Financial Statements; and
- Prepare the Financial Statements on an ongoing concern basis unless it is inappropriate to presume that the Charity will continue on that basis.

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charitable Company and to enable them to ensure that the Financial Statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charitable Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

### **Statement of Disclosure**

So far as the Trustees are aware, there is no relevant audit information of which the charity's auditors are unaware. Additionally the Trustees

have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

This report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

Approved by the Trustees on 9th September 2015 and signed on their behalf by:



Anne Wignall  
Chair of Trustee Board

A full set of accounts can be obtained from:  
Gina Spencer, Director of Finance  
t 01743 233 123  
e [gina.spencer@ageukstw.org.uk](mailto:gina.spencer@ageukstw.org.uk)





### **Thanks to all our funders and donors**

Shropshire Council  
Telford & Wrekin Council  
Age UK  
South Staffordshire & Shropshire  
Healthcare NHS Foundation Trust  
The Rowlands Trust Charity  
Hilton Jones Charity  
Shropshire CCG  
Telford & Wrekin CCG  
Citizens Advice Service  
Baron Davenport's Charity  
Atcham Flower Club  
Austin and Hope Pilkington Trust  
The Wrekin Housing Trust  
Shawbury & Mid Shropshire Rotary  
The Lady Forester Trust  
Shropshire Masonic Association  
Lichfield Diocesan Board  
Millichope Foundation  
North Shropshire Supporters Group  
Get Your Wigle On  
Grocontinental

Various Parish Councils, the schools who participated in our Wear it Woolly Day and all the Women's Institute groups, churches, small businesses, and voluntary groups who supported us during 2014/15.

A special acknowledgement and appreciation to the many individual donors of whom there are too many to name. This includes donors of money and also those who have kindly donated their time and energy to our cause.

# Auditor's Report

## Independent Auditor's Report to the Members of Age UK Shropshire Telford & Wrekin

We have audited the financial statements of Age UK Shropshire Telford and Wrekin for the year ended 31 March 2015, which comprise Statement of Financial Activities, Balance Sheet and the related notes. The Financial Statements have been prepared under the historical cost convention, as modified by the inclusion of fixed asset investments at market value, and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008), the Companies Act 2006 and follow the recommendations in Accounting and Reporting by Charities: Statement of Recommended Practice (Revised 2005).

This report is made solely to the members of the charitable company, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit has been undertaken so that we might state to the company's members those matters we are required to state to them in the auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept responsibility to anyone other than the company and the company's members, as a body, for our audit work, for this report, or for the opinions we have formed.

### **Respective Responsibilities of Trustees and Auditor**

As explained more fully in the Statement of Trustees' Responsibilities (set out on page 35), the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall



presentation of the financial statements. In addition, we read all the financial and non-financial information in the Annual Report and Trustees' Report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

### **Opinion on Financial Statements**

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2015 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **Opinion on Other Matter Prescribed by the Companies Act 2006**

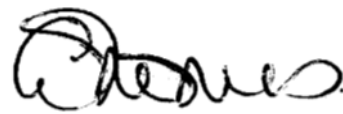
In our opinion the information given in the Trustees' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

### **Matters on which we are Required to Report by Exception**

We have nothing to report in respect

of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the report of the trustees, and take advantage of the small companies exemption from the requirement to prepare a strategic report.



Catherine Helen Thomas  
Senior Statutory Auditor  
For and on behalf of Dyke Yaxley  
Limited  
Chartered Accountants  
Statutory Auditor

1 Brassey Road  
Old Potts Way  
Shrewsbury

Dated 10 September 2015

**AGE UK SHROPSHIRE TELFORD AND WREKIN**

**STATEMENT OF FINANCIAL ACTIVITIES**

**(INCLUDING INCOME AND EXPENDITURE ACCOUNT)**

**FOR THE YEAR ENDED 31 MARCH 2015**

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2015 £	Total 2014 £
<b>Incoming Resources</b>					
<u>Incoming resources from generated funds</u>					
<u>Voluntary income</u>					
			215,870	215,870	205,370
		32,196		32,196	14,250
		48,031	8,973	57,004	45,279
		20,158		20,158	161,149
<u>Activities for generating funds</u>					
			3,130	4,770	10,137
		1,640		120,271	106,999
		120,271		34,929	45,130
		4,097	30,832	15,823	23,321
	12	15,823			
<u>Investment income</u>					
<u>Incoming resources from charitable activities</u>					
	8	543,724	322,206	865,930	913,482
	8	668,329	17,692	686,021	559,234
<b>Total Incoming Resources</b>		<b>1,454,269</b>	<b>598,703</b>	<b>2,052,972</b>	<b>2,084,351</b>
<b>Resources expended</b>					
<u>Costs of generating funds</u>					
<u>Costs of generating voluntary income</u>					
				95,348	88,463
				2,116,120	1,921,651
	2	1,430,106	686,014	8,025	8,219
	2	8,025			
<b>Total resources expended</b>		<b>1,533,479</b>	<b>686,014</b>	<b>2,219,493</b>	<b>2,018,333</b>
Gross transfers between funds		19,492	(19,492)		
Net incoming resources before other recognised gains and losses		(59,718)	(106,803)	(166,521)	66,018
Gains / (losses) on investment assets		25,355		25,355	2,966
Net movement in funds		(34,363)	(106,803)	(141,166)	68,984
Total funds brought forward		469,821	355,824	825,645	756,661
Total funds carried forward		435,458	249,021	684,479	825,645

**AGE UK SHROPSHIRE TELFORD AND WREKIN**

**BALANCE SHEET AS AT 31 MARCH 2015**

	NOTES	£	2015 £	£	2014 £
<b>FIXED ASSETS</b>					
Tangible Assets	3		16,875		22,500
Investments	4		292,761		267,406
			<hr/>		<hr/>
			309,636		289,906
<b>CURRENT ASSETS</b>					
Debtors	5	42,250		26,739	
Short Term Deposits		537,276		707,073	
Cash at Bank and in Hand		1,186		1,186	
			<hr/>	<hr/>	
		580,712		734,998	
<b>CREDITORS</b> Amounts Falling Due Within One Year	6		<hr/>	<hr/>	
		205,869		199,259	
<b>NET CURRENT ASSETS</b>	9		<hr/>		<hr/>
			374,843		535,739
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>			<hr/>		<hr/>
			684,479		825,645
<b>Provisions for Liabilities and charges</b>	7				
<b>NET ASSETS</b>			<hr/>		<hr/>
			684,479		825,645
<b>REPRESENTED BY:- FUNDS</b>					
Designated Funds			435,458		430,822
Unrestricted Funds					38,999
Total Unrestricted Funds	8		<hr/>		<hr/>
			435,458		469,821
Restricted Funds	8		249,021		355,824
<b>Total Funds</b>			<hr/>		<hr/>
			684,479		825,645

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime within Part 15 of the Companies Act 2006 and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The Financial Statements on pages 40 to 47 were approved by the Board of Trustees on 9th September 2015 and signed on their behalf by :-

*Anne Wignall*

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Mrs Anne Wignall  
Chair

## **AGE UK SHROPSHIRE TELFORD AND WREKIN**

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2015**

#### **1 ACCOUNTING POLICIES**

- a The Financial Statements have been prepared under the historical cost convention, as modified by the inclusion of fixed asset investments at market value, and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008), the Companies Act 2006 and follow the recommendations in Accounting and Reporting by Charities: Statement of Recommended Practice (Revised 2005)
- b Voluntary income is received by way of donations, legacies and gifts and is included in full in the Statement of Financial Activities when received.
- c Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities in the year in which they are received.
- d Restricted funds are to be used for specified purposes as laid down by the donor. Expenditure, which meets these criteria, is identified to the fund.
- e Unrestricted funds are donations and other income received or generated for the objects of the charity without further specified purpose and are available as general funds.
- f Designated funds are unrestricted funds earmarked by the trustees for particular purposes.
- g Staff costs are allocated to activities on the basis of time spent on those activities.
- h Support Costs of the charity relate to the costs of running the charity and include any costs which cannot be specifically identified to another expenditure classification. These have been allocated to the relevant activity they support on a per capita basis.
- i Costs of generating funds include the employee costs of the Project Development Officer, Fundraising and Research Assistant and the Trading Services Officers as well as the direct costs of staging events, volunteers expenses, purchase of goods for sale and an allocation of overheads.
- j Governance costs include the costs of governance arrangements which relate to the general running of the charity as opposed to the direct management functions inherent in generating funds, service delivery and programme or project work. These activities provide the governance infrastructure which allows the charity to operate and to generate the information required for public accountability. They include the strategic planning processes that contribute to future development of the charity.
- k Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at the following rates:

Furniture and Fittings	33 % straight line
Office Equipment	33 % straight line
Motor Vehicles	25 % reducing balance
- l Investments held as fixed assets are re-valued at mid-market value at the balance sheet date and the gain or loss taken to the Statement of Financial Activities.

**AGE UK SHROPSHIRE TELFORD AND WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2015 CONTINUED**

**2 TOTAL RESOURCES EXPENDED**

	<b>2015</b>	<b>2014</b>
	<b>£</b>	<b>£</b>
Direct Charitable Activities		
Restricted Funds		
Staff Costs	433,938	372,420
Travel	91,300	96,153
Grants	28,599	33,332
Premises Costs	33,167	32,090
Support costs	69,498	72,994
Overheads and project running costs	29,512	34,718
	<u>686,014</u>	<u>641,707</u>
Unrestricted Funds		
Staff Costs	1,213,642	1,090,426
Travel	132,441	118,637
Grants		
Premises Costs	54,903	54,952
Support costs	(78,691)	(80,911)
Overheads and project running costs	107,811	96,840
	<u>1,430,106</u>	<u>1,279,944</u>
Direct Charitable Activities	2,116,120	1,921,651
Costs of generating voluntary income		
Fundraising and Events	95,348	88,463
Governance		
Travel	1,371	1,516
Audit	6,000	6,000
Other	654	703
Total	<u>2,219,493</u>	<u>2,018,333</u>
	<b>2015</b>	<b>2014</b>
	<b>£</b>	<b>£</b>
Resources expended include:		
Audit fees	6,000	6,000
Depreciation on tangible fixed assets	5,625	7,500
Operating lease costs	51,655	50,693



**AGE UK SHROPSHIRE TELFORD AND WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2015 CONTINUED**

**3 TANGIBLE FIXED ASSETS**

<b>Cost</b>	<b>Office Equipment £</b>	<b>Furniture and Fixtures £</b>	<b>Motor Vehicles £</b>	<b>Total £</b>
As at 1 April 2014	108,462	18,268	30,000	156,730
Additions				
Disposals	(18,421)			(18,421)
As at 31 March 2015	<u>90,041</u>	<u>18,268</u>	<u>30,000</u>	<u>138,309</u>
<b>Depreciation</b>				
As at 1 April 2014	108,462	18,268	7,500	134,230
Depreciation for Year			5,625	5,625
Disposals	(18,421)			(18,421)
As at 31 March 2015	<u>90,041</u>	<u>18,268</u>	<u>13,125</u>	<u>121,434</u>
<b>Net Book Value at 31 March 2015</b>			<u>16,875</u>	<u>16,875</u>
<b>Net Book Value at 31 March 2014</b>			<u>22,500</u>	<u>22,500</u>

**4 FIXED ASSET INVESTMENTS**

<b>Quoted Investments:-</b>	<b>2015 £</b>	<b>2014 £</b>
Market Value at 1 April 2014	267,406	264,440
Increase (decrease) in market value	25,355	2,966
<b>Market Value as at 31 March 2015</b>	<u>292,761</u>	<u>267,406</u>
Investments at cost	<u>244,000</u>	<u>244,000</u>

**5 DEBTORS**

	<b>2015 £</b>	<b>2014 £</b>
Help @ Home Client Fees Outstanding	8,957	6,742
Other Debtors	33,293	19,997
	<u>42,250</u>	<u>26,739</u>

**6 CREDITORS (Amounts Falling Due Within One Year)**

	<b>2015 £</b>	<b>2014 £</b>
Trade creditors	20,340	15,674
Staff Costs	94,259	85,596
Other Creditors and Accruals	28,541	23,647
Deferred Grant Income	62,729	74,342
	<u>205,869</u>	<u>199,259</u>

**7 PROVISIONS FOR LIABILITIES AND CHARGES**

	<b>2015 £</b>	<b>2014 £</b>
Deficit on defined benefit pension scheme		
As at 1 April 2014		30,300
Actuarial deficit for 2014/15	23,800	
Special contributions paid in year	(23,800)	(30,300)
As at 31 March 2015	<u></u>	<u></u>

An actuarial valuation was carried out in 2013. This set the employer annual contributions at 24.3% of salary, plus an annual deficit contribution of £23800

**AGE UK SHROPSHIRE TELFORD AND WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2015 CONTINUED**

**8 FUNDS**

	Balance 01.04.14	Incoming Resources	Outgoing Resources	Transfers	Gains & losses	Balance 31.03.15
	£	£	£	£	£	£
<b>Restricted Funds</b>						
Combined South Shropshire Funds						
Advocacy Service Shropshire		45,114	50,470	5,356		
Advocacy Shelton PCT						
Advocacy Service Telford	5,010	16,239	13,751			7,498
Information and Advice Shropshire	11,559	30,218	27,721			14,056
Living Well Project Shropshire	8,911	17,368	41,431	15,152		
Service Development Officer Shropshire	46,555	115,703	142,308			19,950
Roy Fletcher Day Centres the Future	14,053		13,319			734
Volunteers in Place Project	16,625	25,040	25,318			16,347
Benefits Advice Telford		7,349	7,068			281
Intergenerational Project	4,763	5,000	11,222	1,863		404
Living Well Project Telford	11,315	25,303	28,773			7,845
Pub Club Project (Telford & Wrekin)						
Service Development Officer Telford	(5,294)	39,347	47,418	13,365		
Information and Advice Telford	17,924	14,940	13,370			19,494
Home Visitors (Telford)		28,055	24,045			4,911
Dementia Telford				4,430		4,430
Neighbourhood Contact (Telford)	26,687	32,669	29,418	(16,129)		13,809
Home from Hospital South Shropshire	40,664	35,532	34,833	(40,000)		1,363
Community Care Co-ordinators	(1,683)	19,240	13,925			3,632
Community Navigator (Telford)	7,383	54,151	56,241			5,293
NESIT Project	37,751	29,526	25,739			41,538
Diamond Dementia	57,493	16,284	22,026			51,751
Dementia Befriending	2,799	8,000	6,369	(4,430)		
Llandudno Holiday	39,682	32,862	40,863			31,681
Philpott Fund - Monkmoor	8,310		8,310			
Surviving Winter	5,317	763	2,076			4,004
<b>Total Restricted Funds</b>	<b>355,824</b>	<b>598,703</b>	<b>686,014</b>	<b>(19,492)</b>		<b>249,021</b>
<b>Unrestricted Funds</b>						
Designated funds						
4 Months Core Service Costs	136,822					136,822
Redundancy Reserve	279,000			(51,836)		227,164
Lease Obligation Reserve	15,000					15,000
Mini bus reserve				6,472		6,472
Income Development Project				40,000		40,000
Living Well Activities Shrewsbury				10,000		10,000
<b>Total Designated funds</b>	<b>430,822</b>			<b>4,636</b>		<b>435,458</b>
Help @ Home Project		1,217,146	1,218,253	1,107		
General purpose funds	38,999	237,123	315,226	13,749	25,355	
<b>Total Unrestricted Funds</b>	<b>469,821</b>	<b>1,454,269</b>	<b>1,533,479</b>	<b>19,492</b>	<b>25,355</b>	<b>435,458</b>
<b>Total Funds</b>	<b>825,645</b>	<b>2,052,972</b>	<b>2,219,493</b>		<b>25,355</b>	<b>684,479</b>

The following income was received in total from government funding, over the various projects shown above:

Shropshire Council	715,763
Telford and Wrekin Council	123,565
Clinical Commissioning Groups	183,416
	<u>1,022,744</u>

The Trustees have designated funds for repairs/redecorations which may be required under the terms of the leases held on property.

	<b>2015</b>	<b>2014</b>
	<b>£</b>	<b>£</b>
Unrestricted funds include unrealised revaluation surplus / (deficit) of	<u>48,761</u>	<u>23,406</u>

**AGE UK SHROPSHIRE TELFORD AND WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2015 CONTINUED**

**9 ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	<b>Tangible Fixed Assets</b>	<b>Quoted Investments</b>	<b>Net Current Assets</b>	<b>Provisions</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Restricted Funds			249,021		249,021
Unrestricted Funds	16,875	292,761	125,822		435,458
	<u>16,875</u>	<u>292,761</u>	<u>374,843</u>		<u>684,479</u>

**10 TRUSTEES REMUNERATION AND EXPENSES**

The Trustees are not remunerated. Travel expenses of £1,371 were claimed during the year (2014: £1,516).

**11 STAFF**

The number of full time equivalent employees (including casual and part time staff) at the year end was made up as follows:-

	<b>2015</b>	<b>2014</b>
Chief Officer	1	1
Administration Staff	6	6
Core Service Staff	8	7
Trading Staff	2	2
Project Staff	22	24
Home Support Workers	41	35
	<u>80</u>	<u>75</u>

**Staff Costs**

	<b>2015</b>	<b>2014</b>
	<b>£</b>	<b>£</b>
Salaries and Wages	1,508,346	1,395,632
Social Security Costs	45,802	47,500
Employers Pension Costs	136,251	58,092
Staff training	10,165	10,196
	<u>1,700,564</u>	<u>1,511,420</u>

No member of staff received in excess of £60,000 in emoluments during the year.

**AGE UK SHROPSHIRE TELFORD AND WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2015 CONTINUED**

<b>12 INVESTMENT INCOME</b>	<b>2015</b>	<b>2014</b>
	<b>£</b>	<b>£</b>
Dividends and Interest on Listed Investments	10,877	10,821
Interest on Cash Deposits	4,946	12,500
	<u>15,823</u>	<u>23,321</u>

**13 LEGAL STATUS OF CHARITY**

The Charity is a Company Limited by Guarantee and has no Share Capital. The liability of each member, in the event of winding up, is limited to £1.

**14 FINANCIAL COMMITMENTS**

At 31 March 2015, the charity was committed to making the following payments in the year to 31 March 2016 under non-cancellable operating leases;

Land and buildings	<b>2015</b>	<b>2014</b>
	<b>£</b>	<b>£</b>
Operating leases which expire:		
Within one year	16,352	26,220
Between two and five years	26,220	12,000
	<u>42,572</u>	<u>38,220</u>

The main lease runs until 2020, with an option to break in 2016.

Other	<b>2015</b>	<b>2014</b>
	<b>£</b>	<b>£</b>
Operating leases which expire:		
Within one year		
Between two and five years	4,732	4,732
	<u>4,732</u>	<u>4,732</u>

Charity Number: 1090445  
Company Number: 4292896  
Registered Office: 3 Mardol Gardens, Shrewsbury, Shropshire SY1 1PR



**‘To work with and for older people  
to improve the quality of later life’**

